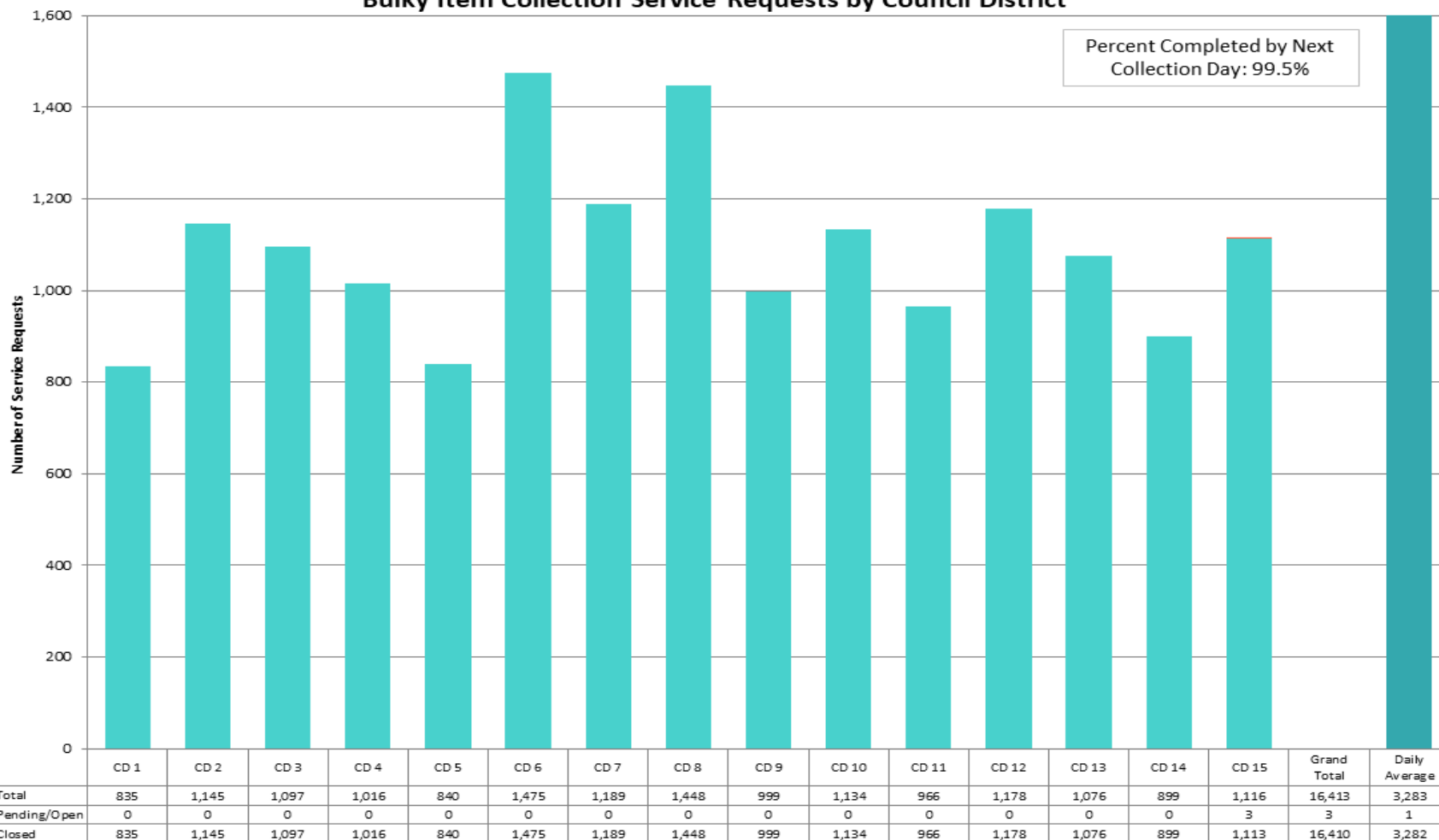


MARCH 2020

Weekly Snapshot March 01, 2020 - March 07, 2020: Bulky Item Collection Service Requests by Council District



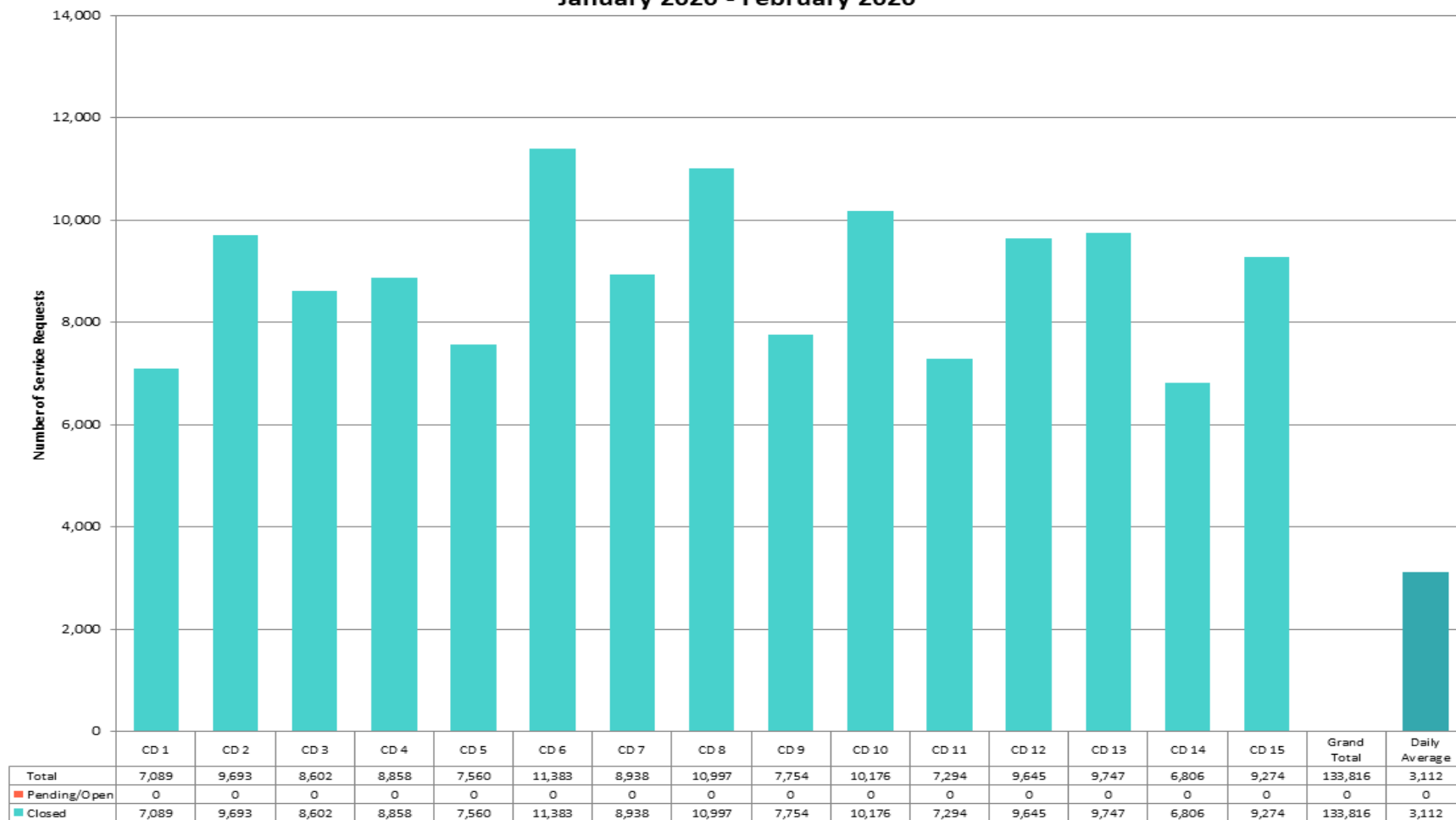
MARCH 2020

Bulky Item Collection Service Requests by Council District February 2020 - Updated Monthly

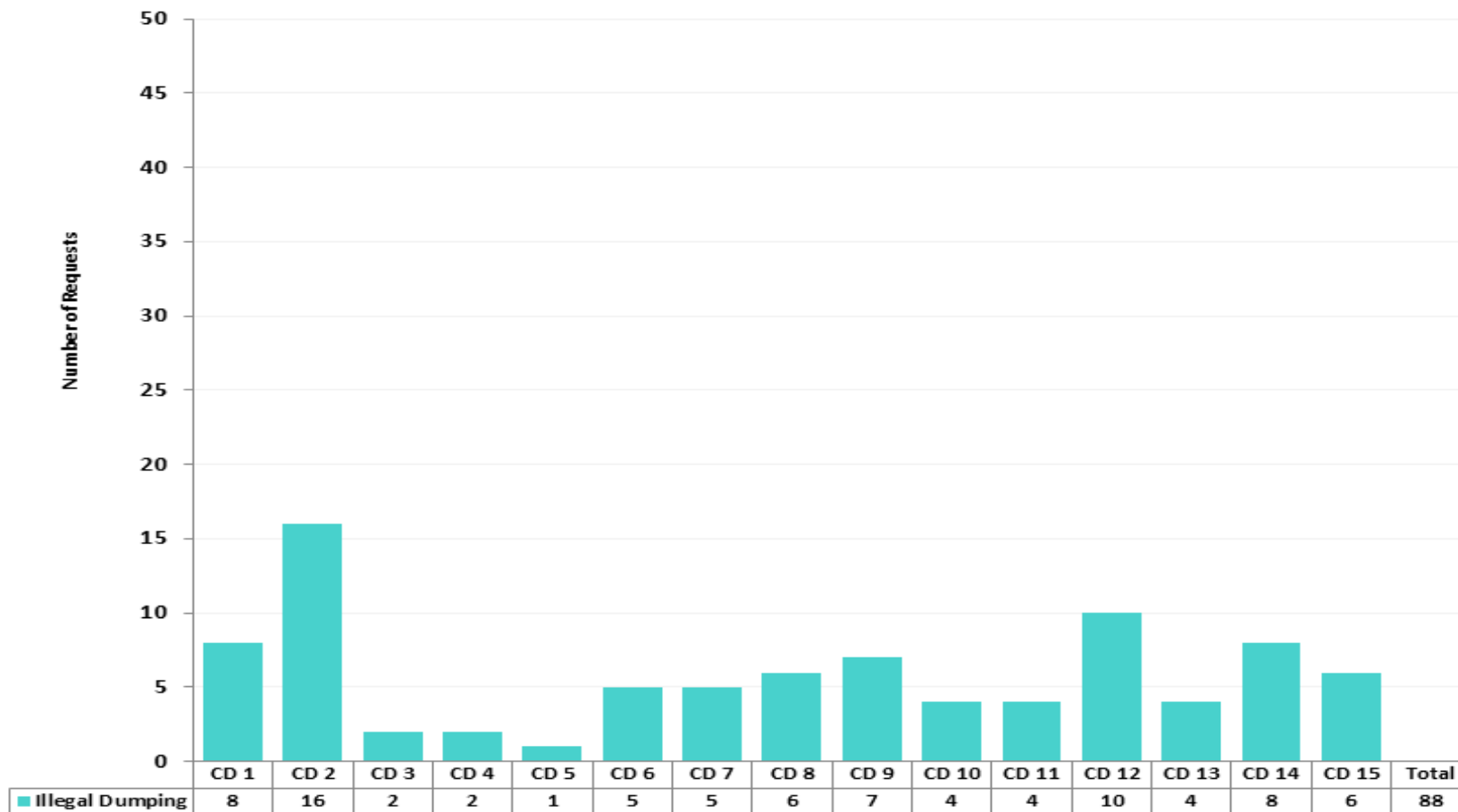
Percent Completed by Next
Collection Day: 99.0%



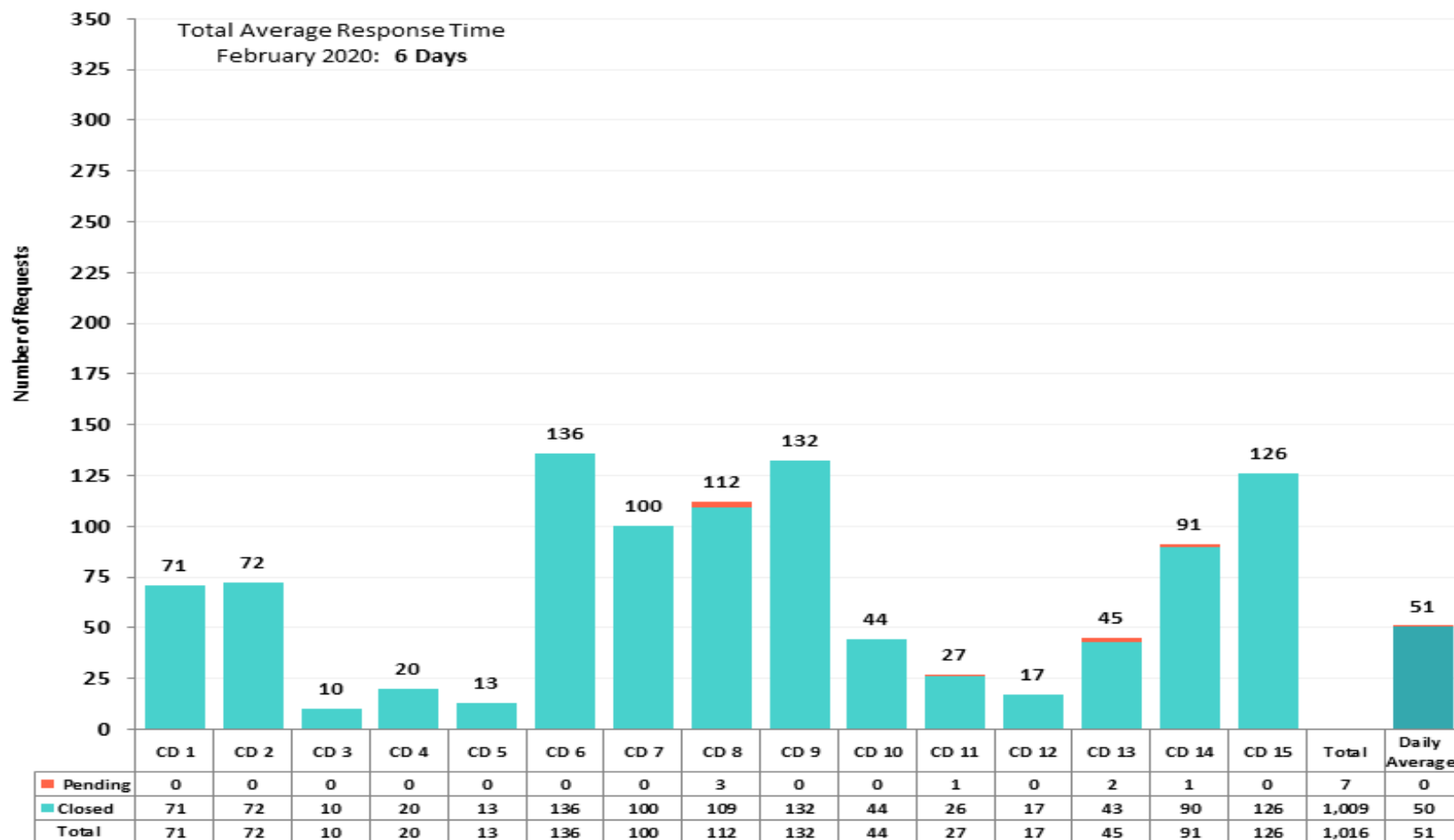
Bulky Item Collection Service Requests by Council District January 2020 - February 2020



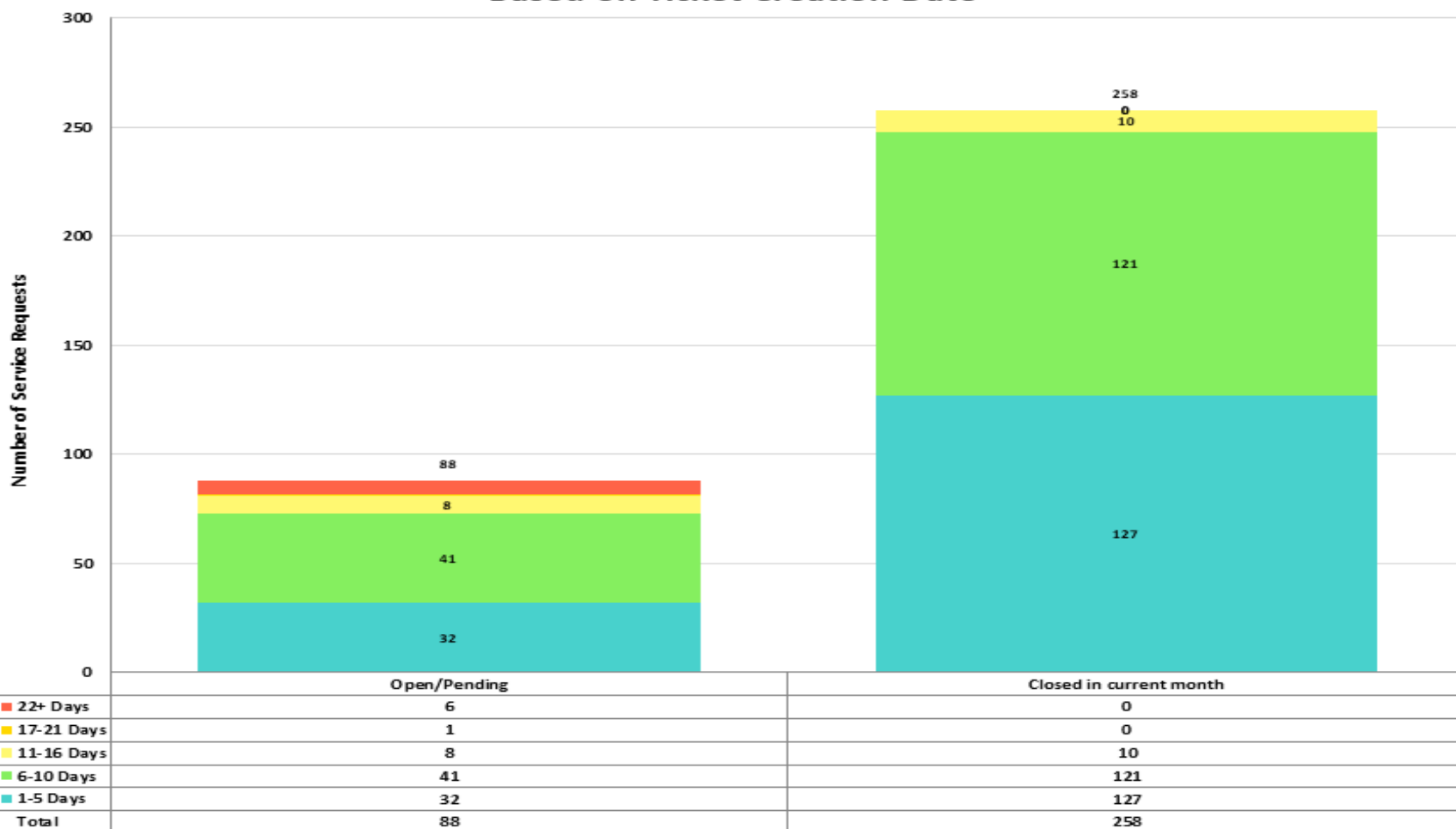
Weekly Snapshot 03/06/20: March CARE Open/Pending Illegal Dumping Service Requests by Council District



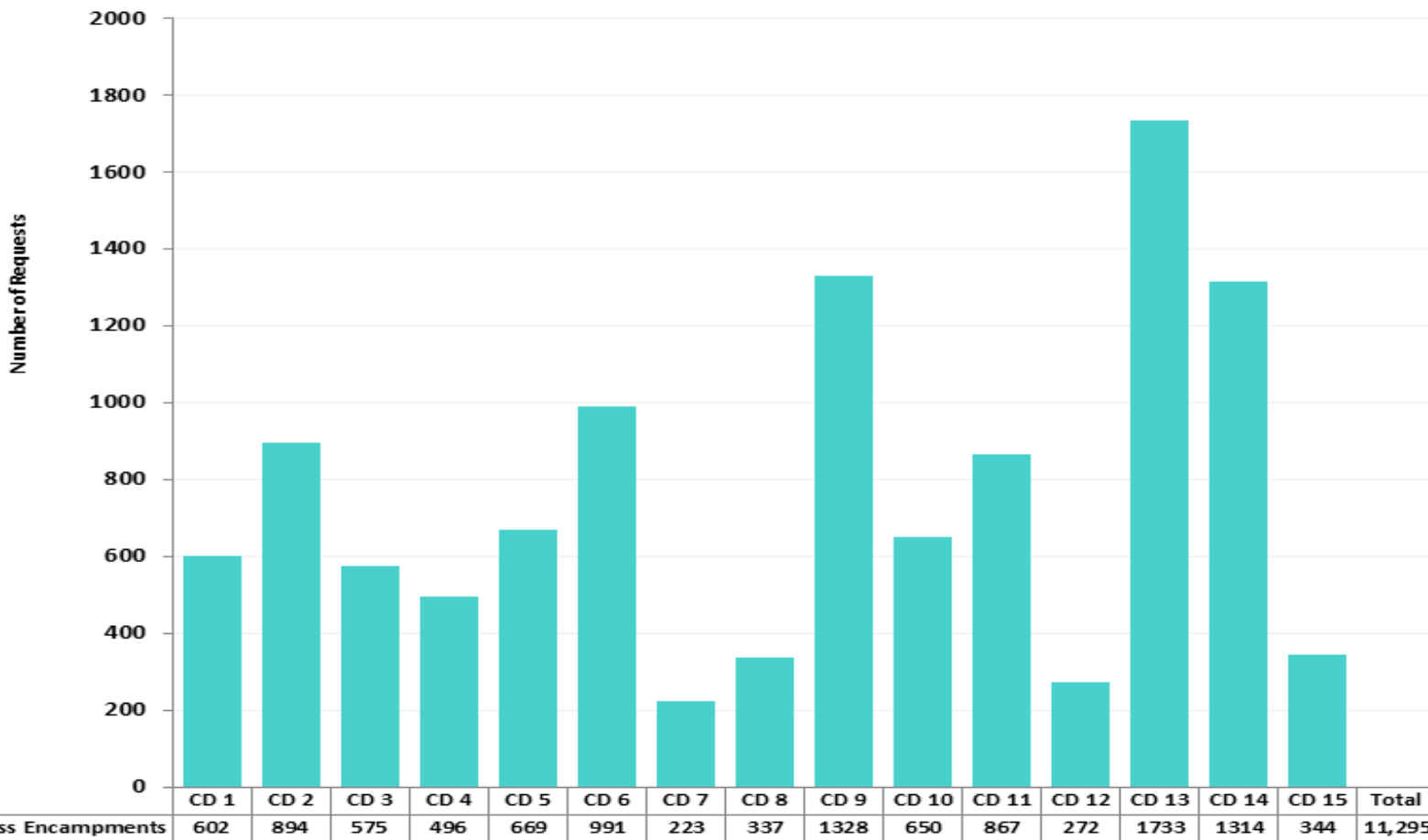
MYLA311: CARE Illegal Dumping Service Requests by Council District February 2020



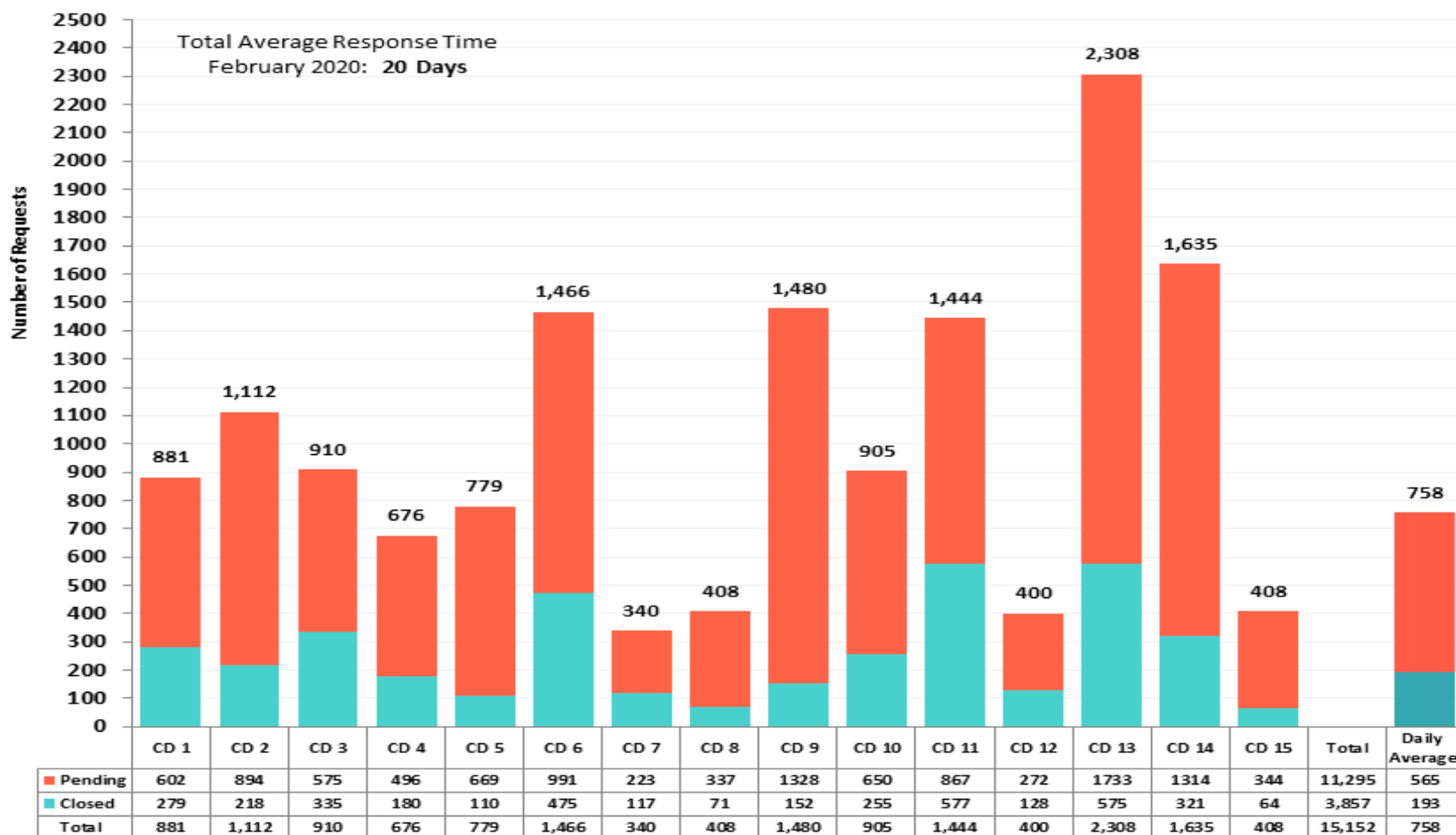
Weekly Snapshot 03/06/20: March CARE Illegal Dumping Service Request Ages Based on Ticket Creation Date



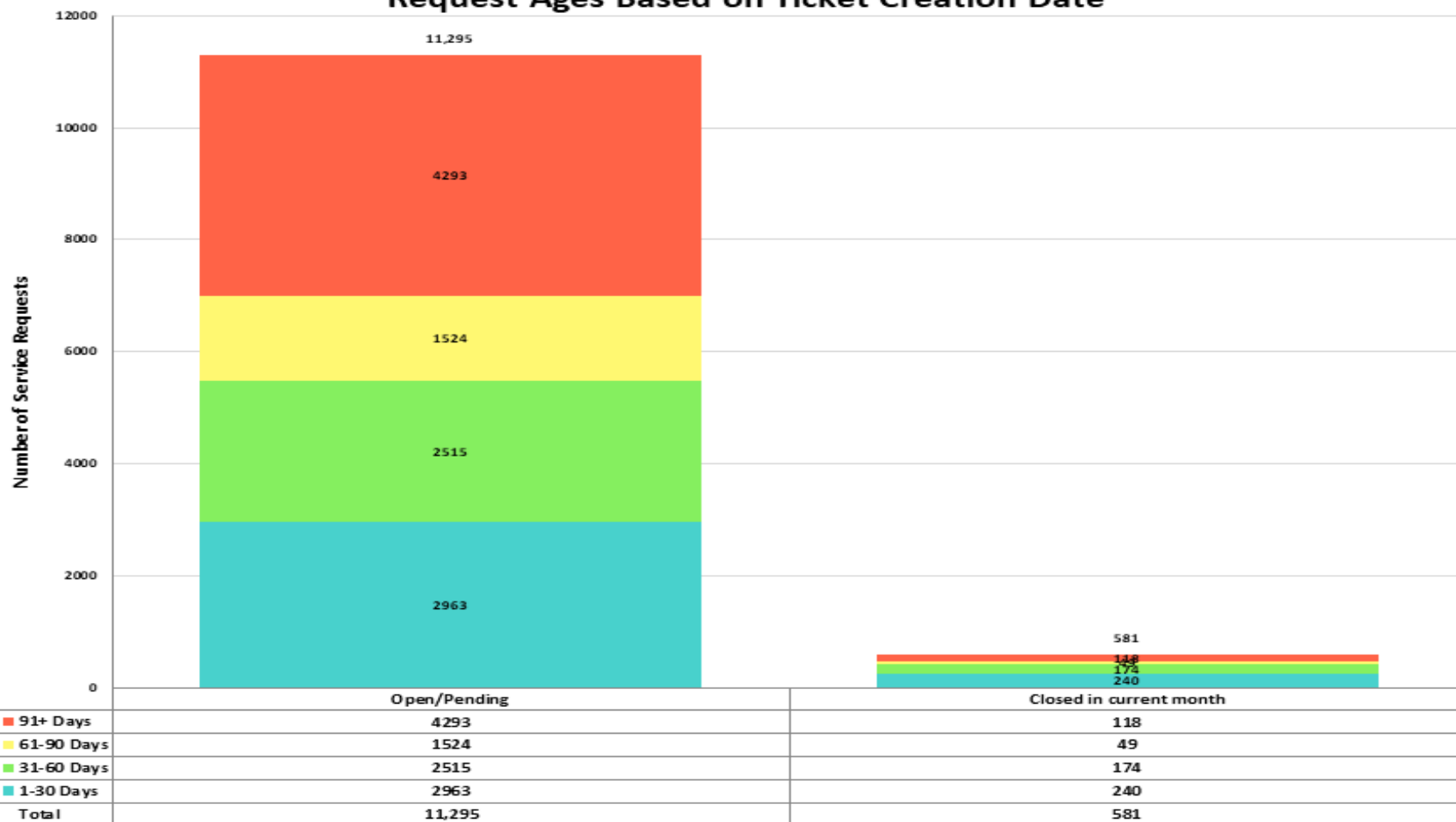
Weekly Snapshot 03/06/20: March CARE Open/Pending Homeless Encampment Service Requests by Council District

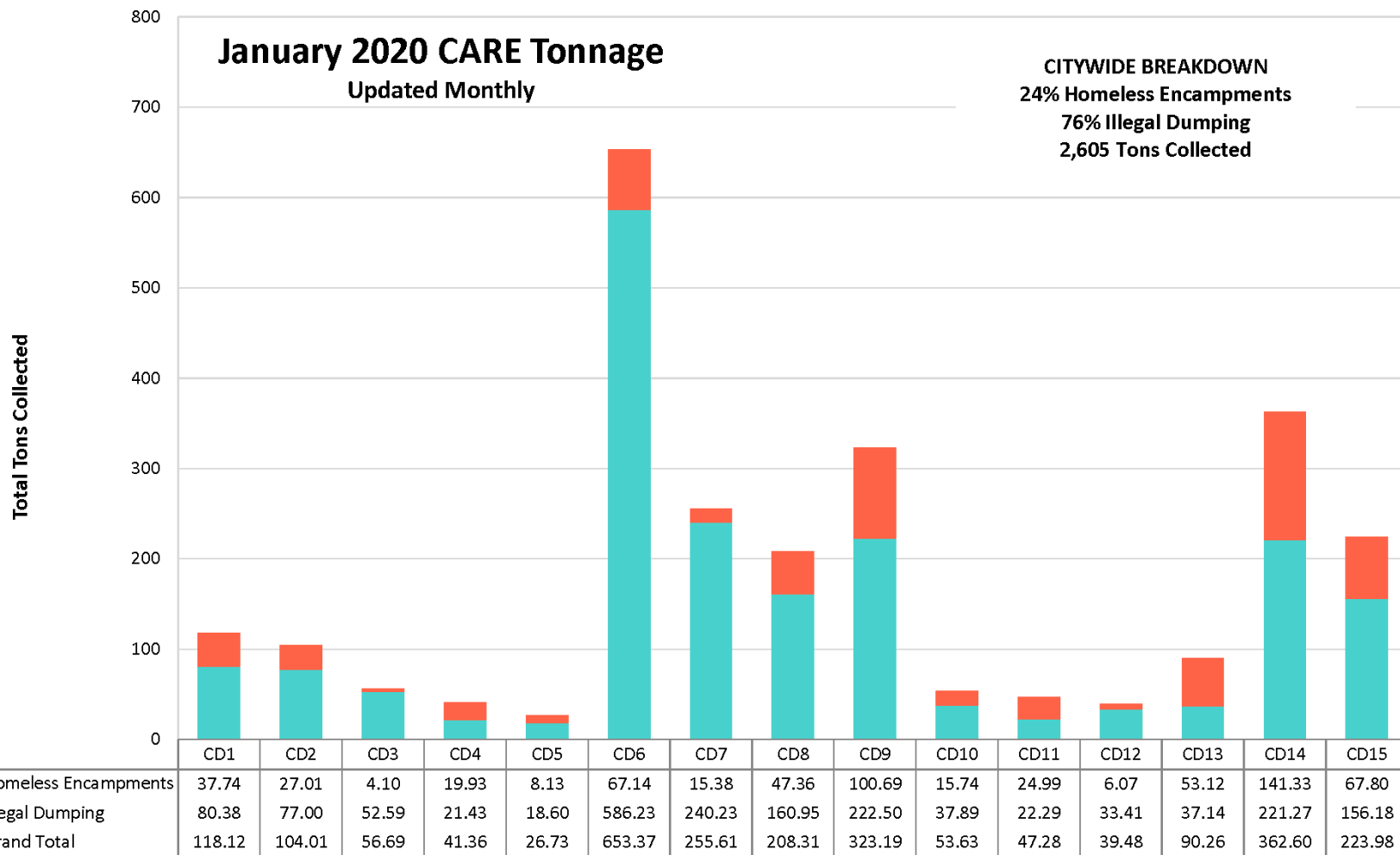


MYLA311: CARE Homeless Encampment Service Request by Council District February 2020



Weekly Snapshot 03/06/20: March CARE Homeless Encampment Service Request Ages Based on Ticket Creation Date





Customer Care Center Call Volume and Wait Times: July 29, 2019 to August 13, 2019



On Aug 14, LA Sanitation switched to a new Interactive Voice Response (phone) system. The calls are routed and answered by our agents. Data is unavailable after this date as we are still fine tuning our new system.